

HELP! MY FM SYSTEM IS NOT WORKING....

20 things you can try before you panic:

1. Is everything switched on? Did it get switched on in the right order (Freedom – switch on processor, switch on transmitter and receiver, connect receiver to processor, press 2 lower soft keys together to get 'EA' up on the display. CP810 with ear level receivers only – Switch off processor, plug receiver into adaptor, turn on receiver, plug receiver and adaptor into processor, turn on processor)
2. Turn everything off and on again
3. Where possible listen to the processor independently of the FM system – Freedom and CP810 with monitor earphones, Harmony with AB listening device if there is an appropriate map for this
4. Listen to the FM system independently of the processor (where possible. Eg. For FM Genie use a set of iPod earphones or similar plugged into the receiver)
5. Listen to the FM system through the processor (Freedom/CP810 only – use monitor earphones)
6. Are you using the correct programme on the Processor?
7. Are the transmitter and receiver on the same channel/frequency?
8. Is this the correct/frequency channel for that child?
9. Try a different channel/frequency if you can – With Freedom processors, avoid channels 38 (173.35MHz/old Channel N/PCWerth and Amigo etc channel 13/MLx, MLxS, MLxi Channel H01) and 39 (173.4MHz/old channel A/PCWerth and Amigo etc Channel 15/MLX, MLxS, MLxi Channel H02) – if it's not obvious you may need to refer to manufacturer's guide on how to change channels
10. Check the transmitter mic has not been 'muted'
11. Change all the batteries – in the processor and the FM transmitter and receiver (2 bars on an FM Genie is NOT enough)
12. Check all the leads and connections are fully plugged in and the connections are secure
13. Check leads and cables for visible damage or stress and if you have spares, try each one (one at a time) to see if changing a lead/aerial/microphone resolve the problem (schools should have spare FM leads but it maybe an idea to take one with you if you're going out to troubleshoot)
14. Are the volume controls on the FM system (where applicable) set correctly – have they been turned down?
15. Are other settings on the FM System correct? (eg. under the flash/battery compartment on the FMGenie. Schools should have a copy of original settings but it's always an idea to have these handy for your children before you go)
16. Is there a 'dead spot' in the room? Try moving to another spot
17. Are you out of range of the transmitter?
18. Are you getting interference form other sources – computers, OHPs, data projectors... move away from them or turn them off – sometimes laptops plugged into the mains cause a problem but if they 're running on battery they're fine
19. Is there another CI user handy who can listen to the FM system through their processor?
20. Phone a friend – Connevans/Phonak/PCWerth etc and The FM Buddies